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CENTRAL FAX CENTER  
NOV 09 2004

PATENT  
10/005,680

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al.	: Before the Examiner:
Serial No.: 10/005,680	: Marie C. Ubiles
Confirmation Number: 9585	: Group Art Unit: 2642
Filed: 12/03/2001	: Intellectual Property Law Department
Title: HOLD QUEUE POSITION	: International Business Machines Corp.
PUBLICATION	: 11400 Burnet Road
	: Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on November 9, 2004 by Amy J. Pattillo.

  
Signature

11/9/04  
Date

DECLARATION UNDER RULE 37 CFR 1.131

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Sir:

1. We, Michael Wayne Brown, Folu Okunseinde, Michael A. Paolini, Seema Sheth-Voss, and Scott Lee Winters, are the applicants of the patent application identified above and inventors of the subject matter described and claimed therein.
2. Prior to October 19, 2001, we had completed our invention as described and claimed in the subject application, as evidenced by the following:
  - a. Prior to October 19, 2001, we wrote an invention disclosure describing our invention as described in the subject matter and claimed in the present application. The disclosure was initially entered in the invention disclosure database system used to manage invention disclosures for the intellectual property department of International Business Machines Corporation prior to October 19, 2001. This invention disclosure is attached hereto as Exhibit A.
3. All the acts described in paragraphs 1 and 2 occurred in the United States.  
Docket No. AUS920010945US1


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4. The dates deleted from Exhibit A are all prior to October 19, 2001.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

  
Michael Wayne Brown

  
Folu Okunseinde

  
Michael A. Paolini

Seema Sheth-Voss

Scott Lee Winters

Docket No. AUS920010945US1

## Exhibit A

### Disclosure AUS8-2001-0963

Prepared for and/or by an IBM Attorney - IBM Confidential

Created By: Mike Brown Created On: [REDACTED]  
Last Modified By: Mike Brown Last Modified On: [REDACTED]

Required fields are marked with the asterisk (\*) and must be filled in to complete the form.

#### \*Title of disclosure (in English)

ExtremeBlue 2 of 7- Hold Queue Size and Position Publishing and Notifications

#### Summary

Status Under Evaluation  
Processing Location AUS  
Functional Area 60 - NCS - OPERATING SYSTEM SOLUTIONS (M.Tempelmeyer)  
Attorney/Patent Professional Cynthia S Byrd/Austin/IBM  
IDT Team Lupe Valadez/Austin/Contr/IBM; Leonnel Machuca/Austin/Contr/IBM  
Submitted Date [REDACTED]  
Owning Division NCS  
Incentive Program  
Lab  
Technology Code  
PVT Score [REDACTED]

#### Inventors with a Blue Pages entry

Inventors: Folu Okunseinde/Austin/IBM@IBMUS, David R Cheng/Austin/IBM@IBMUS, Wing-ying S Leung/Austin/IBM@IBMUS, Seema Sheth-voss/Austin/IBM@IBMUS, Mike Brown/Austin/IBM, Michael Paolini/Austin/IBM

Inventor Name	Inventor Serial	Div/Dept	Inventor Phone	Manager Name
Okunseinde, Folu				
Cheng, David R				
Leung, Wing-Ying S				
Sheth-Voss, Seema				
> Brown, M.W. (Mike)				
Paolini, Michael				

> denotes primary contact

#### Inventors without a Blue Pages entry

##### IDT Selection

Select Functional Area

IDT Team:  
Lupe Valadez/Austin/Contr/IBM  
Leonnel Machuca/Austin/Contr/IBM

Attorney/Patent Professional:  
Cynthia S Byrd/Austin/IBM

**Exhibit A**

AUS8-2001-0963 ExtremeBlue 2 of 7-How Queue Size and Position Publishing and Notifications - continued

**Response Due to IP&L :** [REDACTED]**\*Main Idea**

1. Describe your invention, stating the problem solved (if appropriate), and indicating the advantages of using the invention.

**Problem:**

Hold queue information is not externally available.

**Solution:**

Hold queue information can be published to an external site or sent to devices (e.g. via email, instant messaging, etc.). Such a system might allow publishing of the queue size, average wait time (and historical wait time for a specific customer if that specific customer historic data is known), subject matter of of calls (e.g. printer problems, monitor problems, pre-sales call, etc.), customer position, and advanced queue features if any. It might also contain user authentication prior to revealing some or all data. If records are kept on a per customer basis their historic interaction time on the problem area selected tuple matched to the consultant that has been assigned and further assisted by the consultant entering in their estimate on how long the active call will take, all of said itmes will be used to more accurately estimate call wait times.

To further expand the above, assume the data is published to a graphic web page where the queue information is shown. Example:

XYZ Service Hold Queue  
 Current people on hold: 40  
 Average time in heck: 70 mins  
 Consutants on Duty: 5  
 Average time per call occur a person is reached: 10 mins.  
 Your position: 25  
 Your Estamated wait time: 125 mins.  
 Time Left to Close of Business: 240 mins  
 Your token is: 12930u1032  
 Our Online Web Site Link: [www.service.com](http://www.service.com)

**Queue**

Position	Time on	Time with Consultant	Consultant	Subject
*	71 mins	1 mins	Joe Duck	Unknown
*	90 mins	20 mins	Jane Duck	Printer Issue
*	75 mins	5 mins	Tom Duck	Printer Issue
*	70 mins	0 mins	John Duck	Modem Issue
*	83	13 mins	Swifty Duck	Unknown
1	70 mins	0	-	Unknown
2	69	0	-	Printer
...				
65	12	0	-	Click Here To Enter you're subject

While on hold, we can also send this information to the customer's url not just to the companies computers (web sites etc.). We can also notify on the phone line the position as well as provide an interface to get all of the described data using the voice line instead of requiring a GUI.

## Exhibit A

AUS8-2001-0963 ExtremeBlue 2 of 7-Hold Queue Size and Position Publishing and Notifications - continued

In all of these 3 cases we will claim that the User's view can be customized to their personal preferences.

Lastly we will claim publishing of more advanced capabilities such as pre-entering text into forms that detail the call you're making prior to getting to the top of the queue, entering said text during the call, and post call entering of said text to close the call and / or fill in a survey.

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Signature
11/9/2004  
DateDECLARATION UNDER RULE 37 CFR 1.131

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Sir:

1. I, Amy J. Pattillo, have power of attorney to represent the Applicants and Assignee of the present invention. I submitted a declaration under rule 37 CFR 1.131 to an administrative assistant of Assignee International Business Machines Corporation, Martha Acosta, on October 7, 2004. Martha Acosta sent requests via email for inventors Seema Sheth-Voss and Scott Lee Winters to sign the declaration. Seema Sheth-Voss is currently employed by Assignee International Business Machines Corporation, but is out on maternity leave, and was unable to provide an original signature for the declaration. Scott Lee Winters is currently employed by Assignee International Business Machines Corporation, but was unable to provide an original signature for the declaration because of scheduling conflicts between October 7, 2004 and November 9, 2004.

2. All the acts described in paragraph 1 occurred in the United States.

Docket No. AUS920010945US1

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

  
Amy J. Battillo

Docket No. AUS920010945US1